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Interaction and outeraction: instant messaging in action

Bonnie A. Nardi, Steve Whittaker, Erin Bradner

December 2000 Proceedings of the 2000 ACM conference on Computer supported cooperative work

Publisher: ACM Press

Full text available: pdf(163.10 KB)

Additional Information: full citation, abstract, references, citings, index

We discuss findings from an ethnographic study of instant messaging (IM) in the workplace and its implications for media theory. We describe how instant messaging supports a variety of informal communication tasks. We document the affordances of IM that support flexible, expressive communication. We describe some unexpected uses of IM that highlight aspects of communication which are not part of current media theorizing. They pertain to communicative processes people use to connect with eac ...

Keywords: computer-mediated communication, informal communication, instant messaging, media theory, outeraction

2 ConNexus to awarenex: extending awareness to mobile users

John C. Tang, Nicole Yankelovich, James Begole, Max Van Kleek, Francis Li, Janak Bhalodia March 2001 Proceedings of the SIGCHI conference on Human factors in computing systems

Publisher: ACM Press

Full text available: pdf(522.50 KB)

Additional Information: full citation, abstract, references, citings, index <u>terms</u>

We explored the use of awareness information to facilitate communication by developing a series of prototypes. The ConNexus prototype integrates awareness information, instant messaging, and other communication channels in an interface that runs on a desktop computer. The Awarenex prototype extends that functionality to wireless handheld devices, such as a Palm. A speech interface also enables callers to make use of the awareness information over the telephone. While the prototypes offer si ...

Keywords: CSCW, awareness, computer-mediated communication, instant messaging, mobile devices, wireless handhelds

Computer-mediated communication in collaborative educational settings (report of the ITiCSE '97 working group on CMC in collaborative educational settings) Ursula Wolz, Jacob Palme, Penny Anderson, Zhi Chen, James Dunne, Göran Karlsson, Atika



Laribi, Sirkku Männikkö, Robert Spielvogel, Henry Walker

June 1997 The supplemental proceedings of the conference on Integrating technology into computer science education: working group reports and supplemental proceedings

Publisher: ACM Press

Full text available: pdf(109.30 KB) Additional Information: full citation, references, citings, index terms

Experiences with computer conferencing

Richard Haller

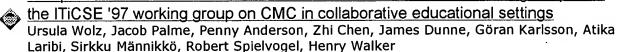
September 1985 Proceedings of the 13th annual ACM SIGUCCS conference on User services: pulling it all together

Publisher: ACM Press

Full text available: pdf(1.21 MB) Additional Information: full citation, abstract, index terms

Picture these: You've got a toothache and need someone to take over your consulting time on short notice so you can go to the dentist. You're a faculty member and want some advice on whether to purchase a used Kapro for \$600. You're an instructor and suddenly you realize that you left something vital out of your instructions to your class about their assignment and you won't see them in class again until Monday. ...

5 Computer-mediated communication in collaborative educational settings: report of



Publisher: ACM Press

Additional Information: full citation, abstract, references, index terms Full text available: pdf(2.14 MB)

In educational environments that stress collaboration, the use of computer-mediated communication (CMC) tools can be a source of support as well as a challenge. This paper begins by considering general educational and economic goals and how CMC can be helpful in attaining these goals. A taxonomy of tools for communication and collaboration in education is described. Many sides of the issue are considered, including the roles of teachers and students, problems that can arise and potential solutio ...

6 W-mail: an electronic mail system for wearable computing environments

Hirotaka Ueda, Masahiko Tsukamoto, Shojiro Nishio

October 1997 ACM SIGCUE Outlook, Volume 25 Issue 4

August 2000 Proceedings of the 6th annual international conference on Mobile computing and networking

Publisher: ACM Press

Full text available: pdf(1.99 MB) Additional Information: full citation, abstract, references, index terms

This paper describes an e-mail system for wearable computing environments. In this system, we extend the conventional mail format and the server/client(browser) architecture by considering the specific features of wearable computing environments, i.e., full time operation, hands-free use of computer, and close relationship to our daily life. A mail author can specify the behavior of his/her mail by embedding several useful commands in the mail. A user can specify in the mail various conditi ...

Keywords: e-mail, location dependent service, wearable computing

7 First impressions: emotional and cognitive factors underlying judgments of trust e-

commerce

Andrea Basso, David Goldberg, Steven Greenspan, David Weimer October 2001 Proceedings of the 3rd ACM conference on Electronic Commerce

Publisher: ACM Press

Full text available: pdf(207.02 KB) Additional Information: full citation, abstract, references, citings, index

term

Different communication media create different shopping experiences, e.g., the phone vs. the web. In this study, we examined the early formation of trust and the likelihood that a shopper will return to a website for subsequent purchases. Consumers were asked to select a blender as a gift for someone they knew using one of four types of user interfaces: (1) a standard web interface with no audio or real time interpersonal communication, (2) a web interface with text and audio descriptions of the ...

Keywords: attunement, audiovisual communication common ground, e-commerce, instant messaging, retail, trust

8 Interpersonal trust and common ground in electronically mediated communication

Steve Greenspan, David Goldberg, David Weimer, Andrea Basso

December 2000 Proceedings of the 2000 ACM conference on Computer supported cooperative work

Publisher: ACM Press

Full text available: pdf(222.70 KB)

Additional Information: full citation, abstract, references, citings, index terms

Communication and commerce by web or phone creates benefits and challenges for both buyer and seller. Websites provide convenience and visualization; telephones provide voice and real-time interaction. To combine key elements of these experiences, we developed PhoneChannel. Using PhoneChannel, a PC user while talking on the telephone can display visuals on the other person's television. How do these different media affect the consumer experience? In a recent laboratory study, prospective ho ...

Keywords: WWW, consumers, conversation, telephony, television

9 Providing presence cues to telephone users

Allen E. Milewski, Thomas M. Smith

December 2000 Proceedings of the 2000 ACM conference on Computer supported cooperative work

Publisher: ACM Press

Full text available: pdf(254.69 KB)

Additional Information: full citation, abstract, references, citings, index terms

A significant problem with telephone communication is that callers do not have enough awareness about the Personal Presence of people they want to call. The result can be unwanted, interrupting calls. Thelive addressbookis an application that helps users make more informed telephone calls and teleconferences, from anywhere, via their wireless PDA or desktop browser. Unlike other network-based address books, which maintain static information, the live addressbook can displa ...

Keywords: awareness, mobility, presence, telecommunication

Talking in circles: designing a spatially-grounded audioconferencing environment Roy Rodenstein, Judith S. Donath

April 2000 Proceedings of the SIGCHI conference on Human factors in computing systems

Publisher: ACM Press

Full text available: pdf(1.28 MB)

Additional Information: full citation, abstract, references, citings, index terms

This paper presents *Talking in Circles*, a multimodal audioconferencing environment whose novel design emphasizes spatial grounding with the aim of supporting naturalistic group interaction behaviors. Participants communicate primarily by speech and are represented as colored circles in a two-dimensional space. Behaviors such as subgroup conversations and social navigation are supported through circle mobility as mediated by





the environment and the crowd and distance-based attenuation o ...

Keywords: audio, computer-mediated communication, drawing, gesture, interaction design, media space, multicast, multimodal interfaces, representation, social navigation, speech

11 Personal distributed computing: the Alto and Ethernet software



Butler Lampson

January 1986 Proceedings of the ACM Conference on The history of personal workstations

Publisher: ACM Press

Full text available: pdf(3.00 MB)

Additional Information: full citation, abstract, references, citings, index

The personal distributed computing system based on the Alto and the Ethernet was a major effort to make computers help people to think and communicate. The paper describes the complex and diverse collection of software that was built to pursue this goal, ranging from operating systems, programming environments, and communications software to printing and file servers, user interfaces, and applications such as editors, illustrators, and mail systems.

12 Design collaboration and mediating technologies: Teaming together apart: emergent patterns of media use in collaboration at a distance



Angela Graveline, Cheryl Geisler, Michael Danchak

September 2000 Proceedings of IEEE professional communication society international professional communication conference and Proceedings of the 18th annual ACM international conference on Computer documentation: technology & teamwork

Publisher: IEEE Educational Activities Department

Full text available: pdf(932.67 KB) Additional Information: full citation, abstract, references

In this paper, we examine the emergent patterns of media use in collaboration at a distance. Two teams working at a distance to complete a software specifications project were observed using a mix of email, web archiving, synchronous chat, and applications sharing. Extending Media Richness Theory, we describe the multiplicity of communication situations these teams faced in terms of group management, interpersonal work, task work, and tools/media issues. We suggest that despite differences betwe ...

13 Session 1: Decentralized ad-hoc groupware API and framework for mobile



collaboration

Dominik Buszko, Wei-Hsing (Dan) Lee, Abdelsalam (Sumi) Helal

September 2001 Proceedings of the 2001 International ACM SIGGROUP Conference on Supporting Group Work

Publisher: ACM Press

Full text available: pdf(516.64 KB) Additional Information: full citation, abstract, references, index terms

We describe a mobile collaborative system designed for wireless, ad-hoc collaboration. In recent years, mobile computing has emerged as a new discipline in the field of computer science. Due to advances in technology, portable computing devices have become more pervasive. From smart phones, and personal digital assistants (PDAs) running embedded operating systems, to portable computers running conventional desktop operating systems, these devices have increasingly provided communication capabili ...

Keywords: ad-hoc collaboration, decentralized groupware, mobile and wireless collaboration

14 Design of a social interaction environment for electronic marketplaces Younghee Jung, Alison Lee



August 2000 Proceedings of the conference on Designing interactive systems:

processes, practices, methods, and techniques

Publisher: ACM Press

Full text available: pdf(618.23 KB)

Additional Information: full citation, abstract, references, citings, index terms

This paper presents the design of an interaction environment for fostering social interactions in electronic marketplaces. The envidronment incorporates a novel, spatiallyorganized, and interactive site map. The map provides visibility of people, activities, and social interactions and incorporates mechanisms for social interacotions. Four design constraints abstracted from prior findings in CSCW guided the development of the map: sociality, scalability, spatiality, and imageability. The d ...

Keywords: activities, crowds, e-commerce, imageability, interaction design, map, online communites, people, scalability, social groups, social interaction, social navigation, social visualization, sociality, spatiality

15 Session 3: Effects of communication medium on interpersonal perceptions

Joanie B. Connell, Gerald A. Mendelsohn, Richard W. Robins, John Canny

September 2001 Proceedings of the 2001 International ACM SIGGROUP Conference on **Supporting Group Work**

Publisher: ACM Press

Full text available: pdf(227.14 KB)

Additional Information: full citation, abstract, references, citings, index

This paper uses a social psychological perspective to study the effectiveness of different media of communication and how they influence interactions in social groups and organizations. In particular, we are interested in the social richness of the media-how effectively they convey the personalities and intentions of their users. We studied CMC (email and chat) and voice telephony, and compared them with face-to-face interaction. Study 1 was a controlled laboratory study in which people got acqu ...

Keywords: CMC, computer-mediated communication, impression management, organizations, power, telephone

16 Application-layer mobility using SIP

Henning Schulzrinne, Elin Wedlund

July 2000 ACM SIGMOBILE Mobile Computing and Communications Review, Volume 4 Issue 3

Publisher: ACM Press

Full text available: pdf(1.34 MB) Additional Information: full citation, abstract, citings, index terms

Supporting mobile Internet multimedia applications requires more than just the ability to maintain connectivity across subnet changes. We describe how the Session Initiation Protocol (SIP) can help provide terminal, personal, session and service mobility to applications ranging from Internet telephony to presence and instant messaging. We also briefly discuss application-layer mobility for streaming multimedia applications initiated by RTSP.

17 Seesion VIII - industrial experiences with computer-supported groups: Computer



Tony Fanning, Bert Raphael

December 1986 Proceedings of the 1986 ACM conference on Computer-supported cooperative work

Publisher: ACM Press

Full text available: pdf(1.48 MB) Additional Information: full citation, abstract, references, citings

As part of a thrust to improve communication and collaboration among geographically separated groups of engineers, Hewlett-Packard in 1984 investigated computer teleconferencing. Most of that year was devoted to selection, acquisition, and limited pilot use of one such system (CONFER II), which has since been made widely available in the

company. Today 1800 HP employees have registered to use the system. Hundreds of people from 15 countries on five continents sign on daily to participate in more ...

18 Using Web annotations for asynchronous collaboration around documents





J. J. Cadiz, Anop Gupta, Jonathan Grudin

December 2000 Proceedings of the 2000 ACM conference on Computer supported cooperative work

Publisher: ACM Press

Full text available: pdf(220.70 KB)

Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>citings</u>, <u>index</u>

Digital web-accessible annotations are a compelling medium for personal comments and shared discussions around documents. Only recently supported by widely used products, "in-context" digital annotation is a relatively unexamined phenomenon. This paper presents a case study of annotations created by members of a large development team using Microsoft Office 2000-approximately 450 people created 9,000 shared annotations on about 1,250 documents over 10 months. We present quantitative data on ...

Keywords: World Wide Web, annotation, asynchronous collaboration, computer mediated communication, distributed work

19 Inhabited television: broadcasting interaction from within collaborative virtual





environments

December 2000 ACM Transactions on Computer-Human Interaction (TOCHI), Volume 7 Teens 4

Publisher: ACM Press

Full text available: pdf(708.21 KB)

Additional Information: full citation, abstract, references, citings, index terms, review

Inhabited television combines collaborative virtual environments (CVEs) with broadcast television so that on-line audiences can participate in television shows within shared virtual worlds. We describe a series of experiments with inhabited television, beginning with the NOWninety6 poetry performance, The Mirror, and Heaven & Hell-Live. These early experiments raised fundamental questions for inhabited television concerning the extent to which it is possible to establish fast-pace ...

Keywords: computer-supported cooperative work, entertainment, media spaces, social interaction

20 Session III: Mobility Management in multimedia networks: Mobility support in unified





communication networks

Helen J. Wang, Randy H. Katz

July 2001 Proceedings of the 4th ACM international workshop on Wireless mobile multimedia

Publisher: ACM Press

Full text available: pdf(1.11 MB)

Additional Information: full citation, abstract, references, index terms

Rapid advances in communication networks and device technologies have enabled people with powerful means of communications. It is common for any individual to be associated with a number of heterogeneous communication devices (such as phones, pagers, PDAs) or a variety of applications (such as e-mail, instant messaging, or chat-rooms). This phenomenon has spurred a great demand for unifie dcommunication [20] services which integrate one's various communication mechanisms in a meaningful a ...

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S2	12202	instant with messag\$5	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/11/26 17:26
S3	62105	IM or S2	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/11/26 17:26
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